



VACANCY ANNOUNCEMENT

EMBASSY OF THE UNITED STATES OF AMERICA - SAN SALVADOR

No. 16-35T

Rotational Consular Assistant

Position Vacancy

Date:

11/21/2016

OPEN TO: All Interested Candidates/All Sources

POSITION: Rotational Consular Assistant FSN-6, FP-8 (Trainee level, three positions)

OPENING DATE: November 21, 2016

CLOSING DATE: November 28, 2016

WORK HOURS: Full time; 40 hours/week

SALARY: Locally Employed Staff: \$13,033*(Starting salary: BR + Allowances)

***This is a trainee position. Upon completion of one (1) year and reaching full performance level, the grade will be FSN-7 (Yearly salary of \$15,836) or FP-7.**

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in San Salvador is seeking eligible and qualified applicants for the three Rotational Consular Assistant positions in the Consular Section.

BASIC FUNCTION OF THE POSITION

This position combines elements of positions in the following sections: Immigrant Visas (IV), Non Immigrant Visas (NIV), American Citizens Services (ACS), Correspondence, and Fraud Prevention, along with Administrative Assistant duties. The incumbent is responsible in assisting the various units of the Consular Section, in order to give full support to all of these units.

For a complete description of the position listing all duties and responsibilities please see page 6 of this announcement.

QUALIFICATIONS REQUIRED

NOTE: Applicants must address each required qualification listed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

- 1. EDUCATION:** A minimum of two years of college or university studies is required.
- 2. EXPERIENCE:** A minimum of one year of progressively responsible experience in the application of regulatory material in public contact is required.
- 3. LANGUAGE:**
English: Level IV (Fluent knowledge) Speaking/Reading is required.
Spanish: Level IV (Fluent knowledge) Speaking/Reading is required.
(Applicants will be tested at the level of language proficiency required in order to be eligible to move on to the interview stage.) These are not FSI levels, but are similar.
- 4. SKILLS AND ABILITIES:** Must possess excellent customer service skills.

SELECTION PROCESS

When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and preference-eligible U.S. Veterans are given a preference in hiring. Therefore, it is essential that these applicants make themselves known as having a hiring preference and specifically address the required qualifications above in their application.

HIRING PREFERENCE ORDER:

- (1) USEFM who is ALSO a preference-eligible U.S. Veteran
- (2) USEFM
- (3) FS on LWOP

ADDITIONAL SELECTION CRITERIA:

1. Management may consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
2. Current OR employees serving a probationary period are not eligible to apply. Current OR employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
3. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.
- 4. Candidates who are EFMs, USEFMS, AEFMs, or MOHs must have at least one year remaining on their sponsor's tour of duty to be considered eligible to apply for this position.**

5. Must be able to obtain and hold a non-sensitive security certification.

TO APPLY

Applicants must submit the following documents to be considered:

1. Universal Application for Employment (UAE) (Form DS-174), which is available on our website http://sansalvador.usembassy.gov/job_opportunities.html in the “Download Application” box;
2. Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, degrees, essays, certificates, awards, etc.) that addresses the qualification requirements of the positions as listed above.

IMPORTANT: U.S. EFMs claiming a U.S. Veteran’s preference must submit written documentation confirming eligibility (e.g., Member Copy 4 of Form DD-214, Letter from the Veteran’s Administration, or certification documenting eligibility under the VOW Act with an expected discharge no later than 120 days after the certification is submitted) by the closing date of the vacancy announcement. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veteran’s preference will not be considered in the application process. Specific criteria for receiving a U.S. Veteran’s preference may be found in HR/OE’s Family Member Employment Policy (FMEP).

SUBMIT APPLICATION TO

Human Resources Office
American Embassy San Salvador
Through the North Gate

Due to the volume of responses, individual acknowledgements regarding receipt of applications cannot be made. Only those applicants who are invited for an interview will be notified regarding the status of their applications.

EQUAL EMPLOYMENT OPPORTUNITY: The U.S. Mission provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs. The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Appendix A- DEFINITION

Eligible Family Member (EFM): An EFM for employment purposes is defined an individual who meets all of the following criteria:

- U.S. Citizen or not a U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610); **or**
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term “child” shall include, in addition to natural offspring, stepchild, adopted child, and a child under legal guardianship of employee, spouse, or same-sex domestic partner when such child is expected to be under legal guardianship until 21 years of age and when dependent upon and normally residing with the guardian; **or**
- Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**

- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Is under chief of mission authority.

NOTE: Non-US EFM, MOHs, EFM not under COM authority, US dependents of contractors, and US Citizen ORs do not receive a hiring preference.

U.S. Citizen Eligible Family Member (USEFM): A USEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee's post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; **or**
- resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; **or**
- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Appointment Eligible Family Member (AEFM): An AEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan (AIT); **and**
- Is under chief of mission authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Does NOT currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Member of Household (MOH): A MOH is an individual who meets **all** of the following criteria.

- A MOH is someone who accompanies or joins a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and
- A MOH must be officially declared to the COM by the sponsoring employee as part of his/her household; and
- A MOH is under COM authority;
- A MOH may include a parent, unmarried partner, other relative, or adult child;
- A MOH may or may not be a U.S. Citizen;
- A MOH is **not** an EFM;
- A MOH is **not** listed on the travel orders or approved Form F-126 of a sponsoring employee.

Not Ordinarily Resident (NOR) – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; or
- Has diplomatic privileges and immunities; and
- Is eligible for compensation under the FS or GS salary schedule; and
- Has a U.S. Social Security Number (SSN); and
- Is not a citizen of the host country; and
- Does not ordinarily reside in the host country; and
- Is not subject to host country employment and tax laws

Ordinarily Resident (OR) – An individual who meets the following criteria:

- A citizen of the host country; or
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
- Is subject to host country employment and tax laws

CLOSING DATE FOR THIS POSITION: November 28, 2016

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| Cleared: | FMO/CONS |
| Approved: | MGT:HPEIRCE |



VACANCY ANNOUNCEMENT

EMBASSY OF THE UNITED STATES OF AMERICA - SAN SALVADOR

COMPLETE DESCRIPTION OF POSITION

- IV DUTIES - 30%

Accepts and reviews applications for immigrant visa cases. In assisting consular officers, the incumbent confirms that the biographic information on the application is correct, captures biometric fingerprints and photographs, ensures that all applicable fees have been paid, verifies the identity of the applicant, reviews all documentation presented by the applicant to ensure that it is complete and accurate based on the policy and regulations provided in the 9 Foreign Affairs Manual and Standard Operating Procedures. The incumbent also examines cases for fraud indicators.

Provides administrative services for the immigrant visa unit. Facilitates applicant workflow on the day of the interview. Maintains the filing system for visa records and case files. Corresponds with visa applicants to explain visa procedures and request additional information as necessary. Prints and packages all IV visas that have been approved by the consular officers on daily basis. Reviews and updates the immigrant visa website to ensure that accurate information is provided to the public. Fulfills assignments in accordance with workload priorities.

Maintains a high level of knowledge of immigration policies and regulations in order to identify proper visa classification and possible ineligibilities. Advises consular officers on the proper applicability of waivers or other visa requirements. Corresponds with NVC to facilitate the receipt and return of case files. Tracks waiver approvals and denials by USCIS, routing case files for appropriate action and follow-up with a consular officer.

Manages Visas 92 cases involving the issuance of travel documents to the family members of asylees and refugees. Coordinates with USCIS for the collection of biometrics and transference of the case to USCIS for review, manages contact with the beneficiary, prepares the case for issuance, and handles final disposition of the case, either arranging for courier return of the issued travel document or entering notes on USCIS' denial of the travel document into the IVO system. Maintains a Visas 92 Log and tracks all related correspondence.

Establishes close liaisons with personnel inside and outside of the Mission related to adoption cases and inter-agency information. May serve as the primary point of contact regarding the adoption process through The Hague Adoption Convention in order to give accurate information to adoptive parents, attorneys and the public in general.

Receives medical examinations from the panel physician and ensures that the examinations are included in the case files for consular officer review. Maintains close liaison with post's panel physicians to ensure that they are in compliance with the latest instructions from the Centers for Disease Control. Coordinates with the physicians and the International Organization for Migration to ensure adequate examination availability for both IV applicants and refugee applicants being processed for the Central American Minors refugee program.

Develops and maintains the unit's SharePoint site as a central repository of the unit's SOPs, schedules, records and other vital information.

- **NIV DUTIES - 20%**

Loads upcoming visa applications into the NIV system, reviews data for visa applicants using the online DS-160 NIV application form, ensuring that biographical information, visa category, and annotations are correctly entered in the NIV system according to Chapter 9 of the Foreign Affairs Manual, the Code of Federal Regulations, and the Immigration and Nationality Act, in order to process the various types of cases. Scans pertinent documents into the system. Captures optimum quality photos for foil printing. Prints approved visas on daily basis and arranges for passports to be delivered to contract courier service.

Must have thorough knowledge of 48 classes of non-immigration visas. The incumbent regularly processes complex work visas, including those for agricultural workers, temporary workers and trainees, intracompany transferees, aliens with extraordinary ability, athletes, artists and/or entertainers, international cultural exchange visitors, and treaty trader investors. Incumbent must also have advanced knowledge of the qualifications for student and cultural exchange visas.

Responsible for group visa processing and ensures that companies are screened before their interview and that the correct visa category is entered for each applicant. Also plans for the completion and execution of return checks after workers or performers have completed their contract and returned to El Salvador.

Responsible for various portfolios, including coordinating group appointments, managing special appointment procedures for victims of human trafficking and victims of criminal activities, and handling 221g cases requiring additional processing. Coordinates USCIS parole cases involving the printing of boarding foils. Administers the visa referral program under the direct supervision of the CG and DCG. Processes Diplomatic Note cases involving the issuance of diplomatic and official visas, requiring coordination with the Ministry of Foreign Affairs and a thorough knowledge of the relevant section of 9 FAM. Directly manages all correspondence related to portfolio under the supervision of the NIV Chief.

Provides high levels of customer service to hundreds of applicants daily. Incumbent must have advanced knowledge of visa ineligibilities detailed in section 212(a) of the Immigration and Nationality Act (INA). Must understand application of these ineligibilities to visa applications and review completed applications to identify possible misapplication of the law.

Department regulations require that some case files be maintained and appropriately secured. Visa assistants need to be knowledgeable about which cases are to be treated in what manner to ensure adherence to privacy laws. They are also required to actively purge files according to department standards.

- **ACS DUTIES - 15%**

Interviews applicants seeking passport and citizenship services and assists them in completing the requisite applications and in furnishing required documentary evidence in strict accordance with chapter 7 of the Foreign Affairs Manual, the Code of Federal Regulations and the Immigration and Nationality Act. Processes cases to the point of final review, referring the most complex or questionable cases to higher authority.

Assists the ACS Unit in passport, citizenship and special consular services. Prepares passport cases for adjudication by the consular officer. Prepares consular reports of birth abroad and other documents concerning U.S. Citizenship. Prepares important legal documents for consular notarial services. Interviews applicants for these services to obtain key biographic data and to screen for potential fraudulent claims.

Provides standard services to the public, in person through e-mail and telephonically, exercising independent judgment and responding with little supervision from the Consular Assistant or Consular Officer. Conducts liaison with local hotels, guesthouses, restaurants, airlines, and hospitals, etc., in order to provide assistance to U.S. citizens.

Assists the Special Citizens Services team in providing help to U.S. citizens in distress. This includes, but is not limited to, assisting victims of crime, participating in Welfare and Whereabouts, hospital and prison visits. Additionally, executes field visits requested by other agencies including Veteran's Affairs and Social Security Administration. Job holder is an integral part of Post's crisis management team. Responsible for acquiring and maintaining proficiency in the crisis management software and actively participate in crisis management training exercises.

- **CORRESPONDENCE DUTIES - 15%**

Processes responses to all written and electronic inquiries received by the Consular Section. Drafts and prepares congressional correspondence. Keep records of processed correspondence accordingly.

Coordinates the Consular Section's outreach efforts. Works with the Public Affairs Section on radio, television and print media interviews involving consular officers. Manages the Section's social media outreach across multiple platforms, developing original content for Facebook, including written material, and recorded and livestream video. Coordinates with ACS to produce Twitter content for the American Citizen community. Assists the FPM in managing all aspects of the anti-fraud outreach campaign, including drafting the statement of work, reviewing the requests for proposals, selecting a vendor, and executing the campaign.

Logs all Freedom of Information Act and Privacy Act requests received from the Department and coordinates all responses to such requests.

Receives and distributes correspondence among all the Consular Section units.

Assists in the translation of official documents and correspondence from English to Spanish and vice versa.

- **FRAUD PREVENTION DUTIES - 15%**

Responsible for all FPU records management including, but not limited to: managing all Category 1 and Category 2 ineligibility files originating from the NIV and IV Units; data entry and filing of all reports of lost or stolen visas.

Researches and drafts responses to local law enforcement name check requests. Reviews and analyzes data obtained from local law enforcement and other sources for derogatory

information on Salvadorans. Develops the information for potential lookout entries. Scans and creates files of I-275's confirmed by the FPM.

As back-up investigator, conducts investigations on possible fraudulent marriages and interviews separately both the petitioner and beneficiary. Such interviews require a high degree of discretion and judgement; the incumbent must elicit revealing answers without prejudicing the case or tipping interviewees to potentially derogatory information already developed. Assists the gang specialist, including participating in interviews with potential violent criminal gang members and contributing to the analysis and review of cases. Cultivates contacts with key Salvadoran law enforcement, civil registry, and immigration contacts.

Reviews and analyzes legal documents to advise the FPM and referring officer on potential ineligibilities under section 212(a) of the INA. Gathers and analyzes fraud statistics to track and report on trends.

Assists the FPM in developing targeted trainings for all consular staff and other agency staff, such as DHS refugee and asylum officers, on topics such as marriage fraud, identifying gang members, types of employment and typical salary ranges. Helps the FPM develop these trainings based on analysis of fraud trends and types of cases officers are referring to FPU. Trainings involve preparation of content and analysis of cultural factors unique to El Salvador that staff might not be aware of.

Responsible for managing the FPU Fraud Referral Database. The database is a critical information tool for the unit that consolidates information on fraud referrals and allows the FPM and investigators to track cases and compile workload statistics that contribute to identifying fraud trends.

Responsible for the logistics of field investigations, including coordinating with the consular administrative assistant to prepare the vouchers, reserve hotel rooms, liaising with key contacts to arrange visits to civil registries, local police stations, and immigration representatives. Also works with RSO to request a security review of the destination and organize local police support as necessary.

- **ADMINISTRATIVE ASSISTANCE - 5%**

Provides administrative assistance to the Consul General and Deputy Consul General, and customer service to all Consular Section visitors.

Develops, updates and maintains the Consular Cascade, Consular Organization Chart, the Key Officer List, Consular Phone Book and Information. Ensures all information is correct and accurate. Incumbent is also responsible for being one of the first POCs for new officers and TDYers arriving at the Consular Section. Incumbent sends out welcome emails, consular section organization chart, and new arrival checklist and coordinates access to servers, to the building and organizes transportation. Updates records and archive documents no longer needed for day-to-day use.

Schedules all appointments for visa referral briefings for officers and maintains a physical log of all signed visa referral policy agreements.

Prepares various documents such as flyers, invitations, power points, etc. using desktop publishing. Integrates and lays out text and graphics on the page for various documents; adjusting sizes, graphics and pictures which entail the use of multiple styles and sizes.

Incumbent must develop and keep excellent physical and electronic spreadsheet track of all personnel arrival/departure dates, sick leaves, annual leaves, days worked in a year, maternity leaves and personnel replacements to compile the information and numbers at the end of the fiscal year in order to assist with the Consular Package.

Incumbent coordinates administrative arrangements for VIP visits, TDY visitors, and special functions and assists consular personnel with travel arrangements and accommodations. Incumbent is responsible for processing, maintaining files and following up on all travel authorization requests by officers and LE staff such as R&R, training, and medical evacuations. Processes all steps in the E2 system including: airfare quotes, reservations, calculates per diem (lodging, MI&E, miscellaneous costs, etc.) and prepares travel advance. Maintains travel order request and files up to date in the Admin folder. Prepares and submits travel vouchers to the appropriate office and follows up until voucher is processed.

The incumbent will review procurement requests for completeness and necessary technical information; when necessary conferring with the originator to establish the exact needs of the requestor. Incumbent is responsible for conducting local procurement purchases. The incumbent must document all aspects of procurement purchases and maintain hard copies and orderly files of all purchase related documentation. Will receive all invoices from FMO for signature and action and must maintain a hard copy for files to ensure vendors are paid. Incumbent must maintain electronic records in the ILMS and ARIBA system for PR tracking.

Incumbent is responsible for ordering through ILMS and keeping expendable supplies on hand for the immediate use of any personnel in the Consular Section. The incumbent must maintain a tidy and full supply stock. Incumbent is also in charge of safekeeping the supplies and preventing waste by overseeing that supplies are used correctly.

Acts as the Consular Section time and attendance clerk, registering time and attendance and providing leave reports to FMO, and keeping information for the Consular Package. Ensure office records are retained or destroyed according to DOS requirements and regulations.

Assists in preparing the consular budget yearly. The incumbent must prepare two separate budgets, one for MRV funds and one for H/L funds. The incumbent must be able to foresee needs that will arise within the Section in order to be able to prepare a well-detailed budget and mid-year review.

Provides management assistance to the different units of the Consular Section and takes on frequent special projects under the direction of the CG.

Note: This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to follow any other instructions and to perform any other duties requested by his or her agency